



To enhance mission performance, TSA is committed to promoting a culture founded on its values of Integrity, Innovation and Team Spirit.

NOTE: Pursuant to Section 101 of the Aviation and Transportation Security Act (49 U.S.C. 114(n)), this directive and all related Handbooks, Attachments, and Appendices, establish Transportation Security Administration (TSA) policy and must be applied accordingly.

REVISION: This revised directive supersedes TSA MD 1100.30-5, *Telework Program* dated January 25, 2010.

SUMMARY OF CHANGES: Section 3, Authorities, added new authorities; Section 4, Definitions, moved definitions to TSA Handbook to TSA MD 1100.30-5, *Telework Program*; Section 5, Responsibilities, revised responsibilities for all management officials and employees, added new management officials with assigned responsibilities; Section 6, Policy, revised; Section 7, Procedures, revised and moved to TSA Handbook to TSA MD 1100.30-5, *Telework Program*.

1. **PURPOSE:** This directive and the accompanying Handbook provide TSA policy and procedures for TSA's Telework Program.
2. **SCOPE:** This directive applies to all TSA employees who are eligible for telework. Federal Air Marshals, Federal Security Directors (FSDs) or any other position containing FSD in the title, Transportation Security Officers (including Master, Expert, Lead and Supervisor) and Security Managers are not covered by this program.
3. **AUTHORITIES:** The Aviation and Transportation Security Act (ATSA), Public Law 107-71
4. **DEFINITIONS:** See the [Handbook to TSA MD 1100.30-5, Telework Program](#)
5. **RESPONSIBILITIES:**
 - A. The Assistant Administrator for the Office Human Capital (AA/OHC) is responsible for establishing the Telework Program policy consistent with all applicable laws and regulations, and designating a Telework Program Manager (TPM) within the OHC to implement the telework program TSA-wide.
 - B. The Assistant Administrator for the Office of Information Technology (AA/OIT) is responsible for developing information technology capabilities to support telework, and providing policy guidance for ensuring information owned or maintained by TSA is protected against unauthorized access, use, modification or destruction while teleworking.
 - C. The Deputy Assistant Administrator/ Chief Administrative Officer (DAA/CAO) for the Office of Finance and Administration (OFA) is responsible for creating sustainable workspace strategies that support telework.

D. AAs are responsible for:

- (1) Supporting telework within their respective offices and ensuring telework is made available to eligible employees to the maximum extent possible without diminished employee performance or TSA mission; and
- (2) Designating Telework Coordinators (TCs) to implement telework within their respective offices, consistent with established TSA policies and procedures.

E. The TPMs is responsible for:

- (1) Implementing and promoting telework TSA-wide and ensuring telework is implemented consistent with this directive and the associated Handbook through provision of telework guidance to TCs and managers;
- (2) Planning and conducting program evaluations as part of a continual process improvement efforts; and
- (3) Complying with all internal and external telework data maintenance, reporting, and program evaluation requirements.

F. TCs are responsible for:

- (1) Implementing and promoting telework within their respective offices, consistent with this directive and the associated Handbook;
- (2) Advising supervisors/managers and employees within their respective offices regarding telework and serving as the program office Point-of-Contact for the TPM on all matters related to telework; and
- (3) Complying with all TSA telework data maintenance, reporting, and program evaluation requirements.

G. Supervisors are responsible for:

- (1) Notifying employees of their eligibility to telework;
- (2) Complying with, and ensuring that participating employees comply with the provisions of this directive, the associated Handbook, and submit a completed and signed [TSA Form 1120, Telework Agreement](#);
- (3) Applying telework-related policies and procedures in an impartial and consistent manner;
- (4) Treating employees who telework and those who do not telework equally for purposes of performance management, awards and recognition, training and development opportunities, promotion, and other acts of managerial discretion;
- (5) Ensuring that all requirements of telework participation are met prior to establishing telework agreements; and

- (6) Communicating with participating employees their expectations regarding accomplishing and managing work in the telework environment, prior to establishing telework agreements and on an on-going basis thereafter.

H. Employees participating in telework are responsible for:

- (1) Complying with the provisions of this directive, the associated Handbook and submit a completed and signed [TSA Form 1120, Telework Agreement](#);
- (2) Adhering to all applicable TSA policies and procedures while working at the alternative worksite, including TSA standards of conduct, the requirements of the Privacy Act of 1974, 5 U.S.C., § 552a, and all TSA information security policies and procedures; and
- (3) Maintaining flexibility and responsiveness to the needs of the supervisor, co-workers and customers, to ensure their telework participation does not result in diminished individual, team or organizational performance.

6. POLICY:

- A. It is TSA's policy to make telework available to eligible employees to the maximum extent possible without diminished employee performance or TSA operations.
- B. Telework shall be utilized to maximize government operations during emergencies, accomplish TSA's goals for recruiting and retaining talent, enable employees to better manage their work and family/life obligations, achieve real estate cost savings through reduced office space needs, and decrease energy consumption, traffic congestion, and pollution.
- C. Employee participation in the telework program is voluntary unless telework is required as a condition of employment or it is required to continue Government operations during emergencies.
- D. All employees covered by telework agreements are required to work from their alternative worksites when their traditional worksites are closed due to an emergency. The closure may be due to inclement weather or other emergencies affecting a geographic area, such as when the Office of Personnel Management announces a closure of all federal offices in the Washington DC, metropolitan area or a building-specific emergency leading to closure of all or part of a TSA office or worksite.

NOTE: Participation in the telework program is voluntary; however, participating employees must comply with the established terms and conditions of their participation, including the requirement to telework during emergency closures.

- E. Telework participation is at the discretion of management and subject to management approval, consistent with all applicable TSA policies. Telework participation is not an employee entitlement or right.
- F. To be considered for telework participation, employees must, at a minimum, meet the following position eligibility and employee eligibility criteria:

- (1) Position eligibility. All TSA positions are eligible to be considered for telework except for those that require *on a daily basis*: (a) direct handling of secure materials (i.e., classified); or (b) performance of on-site activity which cannot be handled remotely or at an alternative worksite.
- (2) Employee eligibility. Employees occupying telework eligible positions must meet the following criteria to be considered for telework participation:
 - (a) Their performance rating of record is “achieved expectations” or above and they have performed at an acceptable level (i.e., “achieved expectations” or above) during the past 12 months. For employees who have been employed with TSA for less than 12 months, supervisors may consider their performance to date;
 - (b) Their conduct has not resulted in an adverse or disciplinary action within the past 12 months;
 - (c) There are no unresolved issues pertaining to their suitability for federal employment or eligibility to obtain a security clearance; and
 - (d) For recently assigned or newly appointed employees who may require closer supervision, supervisors may determine the length of time, if any, during which those employees may be deemed ineligible for telework. Generally, trainee, internship, or entry level positions may require closer supervision during the first 6 months to 12 months in the position.

G. Limitations on Telework Eligibility. Employees who have been officially disciplined (i.e., a disciplinary action that results in the placement of a document in an employee’s official personnel file) for the following reasons are *prohibited by law* from participating in telework under *any* circumstance and are ineligible for telework independent of the duties of their position:

- (1) Employees who have been officially disciplined for unapproved absences charged as absent without leave (AWOL) for more than five (5) workdays in any calendar year.
- (2) Employees who have been officially disciplined for conduct violations of Subpart G of the Standards of Ethical Conduct for Employees of the Executive Branch for viewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing official Federal Government duties.

NOTE: The bar on telework participation would remain in effect as long as the document stays in the employee’s official personnel file. Employees receiving suspensions or terminations, which remain in the official personnel file permanently, that resulted from the charges described above in section G (1) and (2) are permanently prohibited from participating in telework.

H. In certain circumstances, employees occupying positions that are normally ineligible for telework may be considered for telework on a situational basis, limited to functions that are suitable for telework activity (e.g., completing required online training). A decision to create such exception must be based on the program offices’ mission requirements, approved by the AAs of respective offices, and implemented in compliance with all applicable TSA policies.

7. **PROCEDURES:** See [TSA Handbook to TSA MD 1100.30-5, *Telework Program*](#).
8. **EFFECTIVE DATE AND IMPLEMENTATION:** This policy is approved and effective the day of signature unless otherwise specified.

APPROVAL

Signed

December 3, 2013

Karen Shelton Waters
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the Office Human Capital

Date

Distribution: Assistant Secretary, Deputy Assistant Secretary, Assistant Administrators, Regional Directors, Federal Security Directors, Supervisory Air Marshals in Charge, Business Management Office Directors, Administrative Officers, and Human Resource Specialists.

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